

SIPOC System Map w/ Feedback Loops

Document Control # 10090

SUPPORT FOR (AGENCY): DFR

FOCUS AREA: On Going Case Processing (Workers)

FEEDBACK LOOPS:

Fraud Reports, QC Reports

FEEDBACK LOOPS:

Suppliers	Inputs	Processes/Functions	Outputs	Customers
Central Office- QC/Policy/MRT/Trainers Clients	Reported Changes: Alerts, FAX, Mail, Drop-off, Phone Fraud Reports	PRIMARY: Add a Program Auxiliary Requests, FIAT Requests (system overrides so benefits uninterrupted) Medicaid Disability MRT interface Use of Client Scheduling, Identify Problems/Resolve with Supervisor, Request EBT Vault Cards- Electronic Benefit Transfer- Food Stamp cards, Request/Obtain Verifications, Prepare and Mail MRT Packet, Send Manual Notices, Submit Cases for SPR (as necessary), Keep Track of Cases / Deadlines Change Processing / close case	Recovery (Claims) Notices	Applicant/Client Medical Providers
Mailman/UPS	Request for Benefits		Accurate Cases	Taxpayers
Other Agencies	Transfer in Cases		Error Cases	Medical Review Team (MRT)
Other DFR Offices	Collateral Verifications Policy Information (flash bulletins, Administrative letters, policy transmittals, E-mail)		Knowledge	Vendors-i.e., Food Vendors, landlords, utility co.
Vendors			Customer Satisfaction/Dissatisfaction	Community Agencies (i.e., schools)
Medical Providers	Training	Auxiliary Requests, FIAT Requests (system overrides so benefits uninterrupted) Work Alerts and Reports, Identify Problems/Resolve with Supervisor, Complete Spend down Screens, Request EBT Vault Cards- Electronic Benefit Transfer- food stamp cards, Request/Obtain Verifications, Send Manual Notices, Submit Cases for SPR (as necessary), Keep Track of Cases / Deadlines	Referrals	Central Office
DCS Taxpayers	Requests for Verification Reports (QC, COGNOS)	Eligibility Redetermination	Supportive Services Decisions	Supervisor DFR Staff

SIPOC System Map w/ Feedback Loops

Community Members		Auxiliary Requests, FIAT Requests (system overrides so benefits uninterrupted) Work Alerts and Reports, Recertification's (State Program Manuals), Identify Problems/Resolve with Supervisor, Send HHW (Hoosier Healthwise) Recert letters/follow-up, Request EBT Vault Cards- Electronic Benefit Transfer- food stamp cards, Request/Obtain Verifications, Send Manual Notices, Submit Cases for SPR (as necessary), Keep Track of Cases / Deadlines	Office Efficiency	
Hospitals	Mail	Hearing Preparation and Presentation	Caseload Maintained	
Media	Requests for Action	Hearing referral, pre-hearing conference, hearing preparation	Rapport with Community	
ICES System-DE		Attend hearing, decision implementation	Benefits	
Caseworkers		Referrals (e.g., Township Trustees, Heating Assistance, Childcare, Child Welfare, IMPACT, Child Support Enforcement, AIM)		
Legal Community		DCS Support-Preliminary Report of Child Abuse and/or Neglect (310's) –Child Welfare Case file management		
		Organize and Purge Files/ Shredding Materials, expire old-ICES data		
		Administrative functions		

SIPOC System Map w/ Feedback Loops

Open Mail, Organize and Purge Files/ Shredding Materials, Filing, Request Medicaid Cards, Copies of Case Info for Clients/Verification Requests from Agencies, Make New Casefiles/Split or Merge Cases, Keep Workplace Organized/Keep Forms Current, Communicate with other DFR Offices including Transferring Cases, Cover Uncovered Caseloads, Testify in Court, Make Judgment Calls, voice mail/email, Client Training in Case Management to attain Self-Sufficiency (IMPACT)

Client assessment, development of self-sufficiency plan; referral for services; monitor services; referrals for supportive services; approval of payments for services and supportive services

Public relations

Participate in Community Activities/Communicate with Other Agencies

Ongoing professional development / policy awareness

Read: Flash bulletins, Q-TIPS (helpful hints from Central Office), E-mail, Administrative Letters, Policy Transmittals, QC Reports, Understand/Implement Policy, Attend Training/Staff

Fraud referrals & benefit recovery

Use Scratchpad, Intentional Program Violation (IPV)'s

Fraud Referrals to Internal Investigations

Investigation assistance

Benefit Recovery (BV) claims

Other benefit recovery (e.g. Overissuance, Underissuance)

SIPOC System Map w/ Feedback Loops

		<p>Use Scratchpad, Benefit Recovery (BV) claims & issuance Other benefit recovery (Estate Recovery) Referrals / Investigation Recovery **Note there are programs offered through DFR that do not use ICES for eligibility determination. For Example: Burial Assistance, HCI, CSHCS, RCAP, IV-E FC & AAP. (next level) <u>Supporting</u> <u>Technical:</u> Use of PC, 10127 ICES, CMS, ISETS, ICWIS, NETWORK, BMV, DWD, COGNOS, BOSS SYSTEM CITRIX SYSTEM, AIM, S.A.V.E. FIST, HCI <u>Social:</u> Community OutReach</p>		
--	--	--	--	--

SIPOC System Map w/ Feedback Loops

	Supervisors-Support of Caseworkers Office Support (other staff)	Completed by:	Joan Cartwright
--	--	---------------	-----------------